

## February 2015 - Responses to Customer Service Survey

Location	Greeted Upon Arrival	Receive Service Reqd	Cleanliness - Shelter				Visit Again	Comment Category	Comments	Date
			Poor	Fair	Good	Excellent				
W	Y	Y			Y	Y	Y	Positive	Visit Again=Hopefully not but; Beth was an absolute sweetheart. She was very helpful!	2/3/2015
W	Y	Y			Y		Y	Neutral		2/3/2015
W	Y	Y			Y	Y	Y	Neutral		2/3/2015
W	Y	Y			Y	Y	Y	Positive	Great experience! Got to adopt a beautiful dog!	2/3/2015
W	Y	Y			Y	Y	Y	Positive	So So So helpful. Really - I can't say enough!	2/3/2015
W	Y	Y			Y		Y	Positive	Excellent, caring staff!!	2/3/2015
W	Y	Y			Y	Y	Y	Positive	Thank you for all your help & patience!!	2/3/2015
W	Y	Y			Y	Y	Y	Positive	All Staff - The staff was extremely helpful.	2/3/2015
W	Y	Y			Y		Y	Positive	Danette was great great adviser	2/3/2015
W	Y	Y			Y	Y	Y	Positive	Rachael was AWESOME!	2/3/2015
W	Y	Y			Y	Y	Y	Neutral		2/3/2015
W	Y	Y			Y		Y	Neutral		2/3/2015
W	Y	Y			Y	Y	Y	Positive	Very Helpful	2/3/2015
W	Y	Y			Y		Y	Positive	Excellent Customer Service!	2/3/2015
W	Y	Y			Y	Y	Y	Positive	Very good Cust. Verv. Love the serv. & very clean shelter	2/3/2015
W	Y	Y			Y	Y	Y	Positive	Helped me get my baby back really fast. Keep up the good work	2/3/2015
W	Y	Y		Y			Y	Positive	Very good.	2/3/2015
W	Y	Y			Y		Y	Positive	Staff was very helpful & willing to answer all questions! Thanks!!	2/3/2015
W	Y	Y			Y	Y	Y	Positive	Very good service.	2/3/2015
W	Y	Y			Y		Y	Positive	Quick service & knowledgeable	2/3/2015
W	Y	Y		Y			Y	Neutral		2/3/2015
W	Y	Y		Y			Y	Neutral		2/3/2015
W	Y	Y			Y	Y	Y	Positive	She was very nice and informative in my options.	2/3/2015
W	Y	Y			Y		Y	Positive	Great customer service. Lenora is always friendly, and helpful!	2/3/2015
W	Y	Y			Y	Y	Y	Positive	Beth always is great with/follow up and making sure everything is clear and handled.	2/3/2015
W	Y	Y			Y	Y	Y	Positive	Great staff very helpful and friendly! Always happy to go out ot their way to help out	2/3/2015
W	Y	Y			Y	Y	Y	Positive	Very Good Job!!	2/3/2015

W	Y	Y			Y		Y	Negative	Rio Salado Campus - The woman I spoke with was extremely rude & judgemental. We want a puppy & she told us we couldn't see the ones in a curtained off area.	2/3/2015
W	Y	Y			Y	Y	Y	Positive	Clerk was very helpful. And she is a very good worker.	2/3/2015
W	Y	Y			Y	Y	Y	Positive	Awesome	2/3/2015
W	Y	Y			Y	Y	Y	Positive	Ver courteous and helpful staff. Found a couple awesome buddies.	2/3/2015
W	Y	Y			Y	Y	Y	Positive	Thanks.	2/3/2015
W	Y	Y			Y	Y	Y	Positive	Thank you for taking care of my dog. I am grateful for your help!!	2/3/2015
W	Y	Y			Y		Y	Neutral		2/3/2015
W	Y	Y		Y			Y	Positive	These girls went out of their way! Super friendly. You need to fire the rest & hire your volunteers!	2/3/2015
W	Y	Y			Y		Y	Neutral		2/3/2015
W	Y	Y			Y	Y	Y	Positive	Awesome volunteer Paula: Lead Business Office great employee Thank you	2/3/2015
W	Y	Y			Y		Y	Positive	Maggie was very helpful. And was able to give use helpful info! Adoption agent was helpful to!	2/3/2015
W	Y	Y			Y	Y	Y	Positive	extremely helpful! Gave different options my situation	2/3/2015
W	Y	Y			Y		Y	Positive	excellent help more than willing to help	2/3/2015
W	Y	Y		Y			Y	Positive	Good people work here! You have to have a heart to love so many dogs!	2/3/2015
W	Y	Y			Y	Y	Y	Positive	Very pleasant experience.	2/3/2015
W	Y	Y			Y		Y	Positive	Awesome experience! 1st time here	2/3/2015
W	Y	Y		Y			Y	Neutral		2/3/2015
W	Y	Y			Y	Y	Y	Positive	great place will be back	2/3/2015
W	Y	Y		Y			Y	Positive	Everyone was so helpful	2/3/2015
W	Y	Y			Y		Y	Positive	Thank you for helping us find "Cupcake". We are changing her name to Nala and my children adore her.	2/3/2015
W	Y	Y		Y			Y	Negative	Kennels need to be cleaner from feces & also kept warmer; many shivering dogs & puppies	2/3/2015
W	Y	Y			Y		Y	Neutral		2/3/2015
W	Y	Y			Y	Y	Y	Positive	Great service Very pleased	2/3/2015
W	Y	Y		Y			Y	Neutral		2/3/2015
W	Y	Y		Y			Y	Neutral		2/3/2015
W	Y	Y			Y	Y	Y	Neutral		2/3/2015

W	Y	Y			Y		Y	Negative	(30 days) Time requirement for med. Vocher refund very unreasonable & not explained at time of adoption. Not greeted: Understandably busy	2/3/2015
W	Y	Y		Y	Y		Y	Positive	Good for a busy day	2/3/2015
W	Y	Y	Y				Y	Positive	Great	2/3/2015
W	Y	Y			Y	Y	Y	Positive	very helpful	2/3/2015
W	Y	Y			Y	Y	Y	Positive	Bert was #1 and damean, Lindsay, Liz	2/3/2015
W	Y	Y			Y		Y	Positive	very helpful	2/3/2015
W	Y	Y			Y	Y	Y	Neutral		2/3/2015
W	Y	Y			Y	Y	Y	Positive	great service thank you	2/3/2015
W	Y	Y			Y		Y	Positive	Friendly Staff	2/3/2015
W	Y	Y			Y		Y	Neutral		2/3/2015
W	Y	Y			Y	Y	Y	Neutral		2/10/2015
W	Y	Y			Y		Y	Positive	Staff was super nice & helpful. Didn't get their names - several (names written in different ink)	2/10/2015
W	Y	Y			Y		Y	Positive	Bert & Annette were awesome and a great help!	2/10/2015
W	Y	Y			Y		Y	Positive	little slow, but receiving people were awesome	2/10/2015
W	Y	Y			Y	Y	Y	Positive	Adopted black jack today. Awesome staff assistance and companion!	2/10/2015
W	Y	Y			Y	Y	Y	Positive	Maggie was very nice and professional great customer service! :)	2/10/2015
W	Y	Y			Y	Y	Y	Positive	Amazing Job!	2/10/2015
W	Y	Y			Y	Y	Y	Positive	Great Service	2/10/2015
W	Y	Y			Y	Y	Y	Positive	This place is wonderful!	2/10/2015
W	Y	Y			Y	Y	Y	Neutral		2/10/2015
W	Y	Y			Y		Y	Neutral		2/10/2015
W	Y	Y			Y		Y	Positive	Staff was very helpful. Everywhere except the cat room was clean smelling Luffman - professional & knowledgeable	2/10/2015
W	Y	Y			Y		Y	Neutral		2/10/2015
W	Y	Y			Y	Y	Y	Neutral		2/10/2015
W	Y	Y		Y			Y	Positive	Maggie was great!	2/10/2015
W	Y	Y			Y		Y	Neutral		2/10/2015
W	Y	Y			Y	Y	Y	Neutral		2/10/2015
W	Y	Y			Y	Y	Y	Positive	Duane was great!	2/10/2015
W	Y	Y			Y	Y	Y	Neutral		2/10/2015
W	Y	Y			Y	Y	Y	Positive	I worked with 3 cashiers. Dawayne Maggie & Paula good job every h.ce	2/10/2015

W	Y	Y			Y		Y	Neutral		2/10/2015
W	Y	Y			Y	Y	Y	Positive	A most pleasant visit to renew the dog's license. Didn't visit the dogs.	2/10/2015
W	Y	Y			Y		Y	Positive	Maggie was so helpful to me today. I so appreciate her help & guidance with my issues!	2/10/2015
W	Y	Y			Y	Y	Y	Positive	Maggie is incredible and a very kind woman. I'm soo so happy she let this adoption happen.	2/10/2015
W	Y	Y			Y		Y	Negative	To many staff running not helping guest	2/10/2015
W	Y	Y			Y		Y	Neutral		2/10/2015
W	Y	Y	Y				Y	Positive	Staff very friendly and professional and helpful. Thank you. Gonzalez family	2/10/2015
W	Y	Y	Y				Y	Negative	There needs to be a discount for everyone when you have to surrender your animal. Susie > no name tag needs one at all times. Needs to be more friendly!! Smile more !! :)	2/10/2015
W	Y	Y			Y	Y	Y	Positive	Service was slower however. Hard to find an employee, but once we did it was excellent service!	2/10/2015
W	Y	Y			Y	Y	Y	Neutral		2/10/2015
W	Y	Y			Y	Y	Y	Neutral		2/10/2015
W	Y	Y			Y	Y	Y	Positive	Thank you to all employees for helping animals	2/10/2015
W	Y	Y			Y		Y	Positive	friendly - quick assistance - answered our questions quickly quite a few :D Good job all of you :D	2/10/2015
W	Y	Y			Y		Y	Positive	Very nice to work with. Helpful. Pleasant to work with.	2/10/2015
W	Y	Y			Y		Y	Positive	Excellent Svc. ★★★★★	2/10/2015
W	Y	Y	Y				Y	Positive	Very helpful Very professional well trained staff thank you to all Charles Gonzalez	2/10/2015
W	Y	Y			Y		Y	Positive	Shelter is clean, bigger, but needs more kennel staff. They always seem short shatff. Jessica (great, wonderful) always a great person	2/10/2015

W	Y	Y		Y	Y		Y	Negative	I don't like how in the front they don't have internet to look up websites for dogs that lost. That should be a must. Its customer service and helpful to YOUR customers. #1	2/10/2015
W	Y	Y			Y	Y	Y	Positive	Customer service is great! Friendly environment	2/10/2015
W	Y	Y			Y	Y	Y	Neutral		2/10/2015
W	Y	Y			Y	Y	Y	Positive	Thank you for your help.	2/10/2015
W	Y	Y			Y	Y	Y	Positive	I liked it very much they were nice, & tea.	2/10/2015
W	Y	Y			Y	Y	Y	Positive	Danette was lovely	2/10/2015
W	Y	Y			Y		Y	Positive	Friendly, helpful, informative Customer service! ☺	2/10/2015
W	Y	Y			Y		Y	Positive	she was just wonderful	2/10/2015
W	Y	Y			Y	Y	Y	Neutral		2/10/2015
W	Y	Y			Y	Y	Y	Neutral		2/10/2015
W	Y	Y			Y	Y	Y	Neutral	only if needed	2/10/2015
W	Y	Y			Y	Y	Y	Positive	Great and fast service ☺	2/10/2015
W	Y	Y			Y		Y	Neutral		2/10/2015
W	Y	Y			Y	Y	Y	Positive	friendly helpful compassionate	2/10/2015
W	Y	Y			Y	Y	Y	Neutral	OK	2/10/2015
W	Y	Y			Y		Y	Negative	it was too hard seeing all the doggies	2/10/2015
W	Y	Y			Y	Y	Y	Positive	Deb was great! Took the time to help me meet-greet our new baby! She is a true asset!!	2/10/2015
W	Y	Y			Y	Y	Y	Positive	Excellent customer service! Thank you (different handwriting from email handwriting)	2/10/2015
W	Y	Y			Y	Y	Y	Positive	Service was very great and helpful!	2/10/2015
W	Y	Y			Y	Y	Y	Positive	Rachael is awesome she helped me with my situation with out any issues . Service was amazing	2/10/2015
W	Y	Y			Y	Y	Y	Positive	Very helpful!	2/10/2015
W	Y	Y			Y	Y	Y	Neutral		2/10/2015
W	Y	Y			Y	Y	Y	Neutral		2/10/2015
W	Y	Y			Y	Y	Y	Positive	very helpful and nice	2/10/2015
W	Y	Y			Y	Y	Y	Positive	awesome customer service, and amazing follow thru	2/10/2015
W	Y	Y			Y	Y	Y	Positive	Danette was very helpful & nice ☺	2/10/2015
W	Y	Y			Y	Y	Y	Neutral		2/10/2015
W	Y	Y	Y				Y	Positive	Fantastic reuniting!!! Thank You!	2/10/2015
W	Y	Y			Y	Y	Y	Positive	Very quick a friendly and helpful. Thank you	2/10/2015
W	Y	Y			Y	Y	Y	Positive	Amazing	2/10/2015
W	Y	Y			Y		Y	Neutral		2/10/2015

W	Y	Y			Y	Y	Y	Positive	very nice & helpful!	2/10/2015
W	Y	Y			Y	Y	Y	Positive	Thank you all for a job very well done Charlie	2/10/2015
W	Y	Y			Y	Y	Y	Negative	should not be a fine-fee for a 1st time license.	2/10/2015
W	Y	Y			Y		Y	Negative	Too expensive for animal surrender	2/10/2015
W	Y	Y			Y	Y	Y	Positive	very please with service and received (unknown) you	2/10/2015
W	Y	Y			Y		Y	Positive	Leonora was very helpful ☺	2/10/2015
W	Y	Y			Y		Y	Positive	Lorena (Lenora) was very helpful and understanding	2/10/2015
W	Y	Y			Y		Y	Positive	Volunteer Jenny was very helpful, fun loving, funny!!!, great personality. Thanks	2/17/2015
W	Y	Y			Y		Y	Positive	Awesome!	2/17/2015
W	Y	Y			Y	Y	Y	Positive	excellent service	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Heartbreaking for me but yes I would return. Staff fago - Damian gave great advice - resulted in a great combo - adoption. Thanks to ALL!	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Very helpful, kind and care towards our situation. Thank you	2/17/2015
W	Y	Y			Y		Y	Positive	Service way great Duane was a great help. Ion Tronnier 75	2/17/2015
W	Y	Y			Y		Y	Positive	Very good service	2/17/2015
W	Y	Y			Y		Y	Positive	Maggie was so helpful and awesome!! Great customer Service ☺	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Great service	2/17/2015
W	Y	Y			Y		Y	Positive	Very helpful!	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Thank you for your help Maggie ☺	2/17/2015
W	Y	Y			Y		Y	Positive	Maggie at the front desk was kind friendly and efficient	2/17/2015
W	Y	Y			Y	Y	Y	Positive	She answered all questions and gave great advice.	2/17/2015
W	Y	Y			Y	Y	Y	Positive	She was very helpful and very nice	2/17/2015
W	Y	Y			Y		Y	Neutral		2/17/2015
W	Y	Y			Y		Y	Positive	Great Service!	2/17/2015
W	Y	Y		Y			Y	Negative	Brown & white pitbull on end kennel in "tt" is FULL of ticks - so horrible to see this!	2/17/2015
W	Y	Y			Y	Y	Y	Positive	very good atmosphere	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Very patient and helpful removed gross tick ☺ very helpful, very nice	2/17/2015
W	Y	Y			Y		Y	Positive	I was helped and treated great. Thanks.	2/17/2015
W	Y	Y			Y	Y	Y	Neutral	Hopefully not!☺ (regarding revisiting the shelter)	2/17/2015
W	Y	Y			Y	Y	Y	Neutral		2/17/2015
W	Y	Y			Y		Y	Positive	great service thanks	2/17/2015

W	Y	Y			Y	Y	Y	Neutral		2/17/2015
W	Y	Y			Y	Y	Y	Neutral		2/17/2015
W	Y	Y			Y	Y	Y	Positive	Thank you for all of your help	2/17/2015
W	Y	Y			Y	Y	Y	Neutral		2/17/2015
W	Y	Y			Y	Y	Y	Positive	Very friendly staff! Love this MCACC branch	2/17/2015
W	Y	Y			Y	Y	Y	Positive	very frindly & helpful	2/17/2015
W	Y	Y		Y			Y	Neutral		2/17/2015
W	Y	Y			Y	Y	Y	Positive	Very friendly staff	2/17/2015
W	Y	Y			Y	Y	Y	Neutral		2/17/2015
W	Y	Y			Y	Y	Y	Positive	Great Service	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Lenora is always veryhelpful and pleasant - Keep her!	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Excellent Service!!	2/17/2015
W	Y	Y			Y	Y	Y	Neutral		2/17/2015
W	Y	Y			Y		Y	Positive	Very helpful and patient!	2/17/2015
W	Y	Y	Y				Y	Positive	It's a great environment	2/17/2015
W	Y	Y			Y		Y	Positive	Kenda Seavers 623-203-1589 Lenora is ALWAYS wonderful and extra helpful many times she has helped me reunite owners with old tags. She is a HUGE asset to MCACC.	2/17/2015
W	Y	Y			Y	Y	Y	Positive	the team here was very helpful	2/17/2015
W	Y	Y			Y		Y	Positive	very nice facility and people	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Lenora is very sweek, wonderful & helpful Always a smile!	2/17/2015
W	Y	Y			Y	Y	Y	Positive	clean, shes really nice, helpful.	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Very nice & help full.	2/17/2015
W	Y	Y			Y		Y	Positive	Lenora very thourough ☺☺	2/17/2015
W	Y	Y			Y	Y	Y	Positive	623-258-6486 Thank you for helping	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Lenora is very kind and help us with what we need. Thank you.	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Problems with online paperworks by everything here was great	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Very helpful and pleasant!	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Lenora is great very efficient & friendly appreciate her	2/17/2015
W	Y	Y			Y		Y	Positive	Great Service	2/17/2015
W	Y	Y	Y				Y	Positive	Lenora was very nice and sweet loved her thank you	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Very helpful ladies	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Wonderful and caring people	2/17/2015
W	Y	Y	Y				Y	Positive	Jim, Kacey, Sheriden are the best and always help!	2/17/2015
W	Y	Y			Y	Y	Y	Positive	So polite at kind to visitors een when thus visitors are rude.	2/17/2015

W	Y	Y			Y	Y	Y	Neutral	n-A	2/17/2015
W	Y	Y			Y		Y	Positive	Ashley & Beth are terrific and extremely knowledgeable - they took the time to explain what was needed.	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Absolutely awesome in explaining & having me understand statutes & laws correctdimaes. (??)	2/17/2015
W	Y	Y			Y		Y	Positive	Staff was so kind & helpful! Thank you sooo much!	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Very Nice!	2/17/2015
W	Y	Y			Y		Y	Neutral		2/17/2015
W	Y	Y			Y	Y	Y	Neutral		2/17/2015
W	Y	Y			Y	Y	Y	Neutral		2/17/2015
W	Y	Y			Y	Y	Y	Positive	very good service.	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Very helpful	2/17/2015
W	Y	Y	Y				Y	Positive	Beth is fantastic!	2/17/2015
W	Y	Y			Y		Y	Positive	Great Svc nice & friendly Very informative Smiles are nice!!	2/17/2015
W	Y	Y			Y	Y	Y	Positive	came into get my new hope & everyone was wonderful	2/17/2015
W	Y	Y			Y		Y	Positive	Lenora was EXCELLENT!	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Front desk staff as well as kennel staff were extremely helpful and friendly	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Very nice good customer service	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Loved the (?) building, cleanliness people, very helpful.	2/17/2015
W	Y	Y			Y		Y	Positive	Good.	2/17/2015
W	Y	Y			Y	Y	Y	Positive	great help. Very thankful.	2/17/2015
W	Y	Y			Y	Y	Y	Positive	friendly staff	2/17/2015
W	Y	Y			Y	Y	Y	Positive	Excellent customer service Lenora was great!	2/17/2015